



CASE STUDY - OIL and MINING

OILEX

Comscentre digs deep into technology

Background

Oilex is an independent oil and gas exploration and production company growing from two staff in 2005 to a company with 100 employees. Operations are based out of five offices - a Head Office in Perth, two offices in India and one in Muscat, Oman and Dili. The company conducts geo-technical work with a focus on searching for oil and gas in the prospective basins of India, Australia, Southeast and South Asia and the Middle East.

Solution

Previously on an old digital system, they wanted to make the move to VoIP (Voice over Internet Protocol). Oilex partnered with Comscentre to lay the foundations of a global telephony system.

A rapidly growing company, Oilex chose Cisco because it knew the technology was supported globally and could grow with the company as it expanded. They also wanted to reduce the cost of international phone calls between their offices.

Comscentre provided remote telephony using Cisco IP Communicator - a software-based application that allows users to place and receive phone calls using their PC or laptop. This means laptops can be used as a supplemental telephone when travelling or as a telecommuting device - an option that helps minimise telephony costs.

Michael McLean - Project Manager - Comscentre

We created a solution so remote workers could work from laptops. It's basically a Cisco 'soft' phone (a software-drive PC phone) providing a secure tunnel over the internet back to the office.

One of the managers has a holiday house in rural NSW and has a Cisco phone at his house connected back to the PABX in WA so that staff can contact him free of charge. A few weeks after the install the manager took his laptop to India and was able to make free phone calls from India to his office in Perth.

Comscentre installed Call Manager Express, and deployed 7961 and 7941 handsets, as well as providing additional routing to connect with India and provided SIM cards for the GSM modules.

Adrian Pounder - IT Manager - Oilex

As an IT manager I use the soft phone when travelling and for use when I am in other offices. Being able to talk for free overseas has driven costs down, before we were paying 40-50 cents a minute to call India, where as now it's free. Plus phoning a person via extension wherever they are in the world saves time.

The Indian office could not afford the Cisco upgrade so, with the help of Comscentre, Oilex now has an ATA box (Analogue Telephone Adaptor) with two analogue lines allowing users to plug straight into India's PABX.

Results

Michael McLean - Project manager - Comscentre

Oilex wanted to drive down costs with a new solution ... plus they wanted a solution where they didn't have to pay for equipment upfront (Comscentre's lease arrangement).

The one-stop-shop strategy works well for this customer. Another advantage is that if changes are required we can do it remotely, we don't have to be onsite to do it.

Adrian Pounder - IT Manager - Oilex

The initial rollout and implementation was very good and was completed quickly, within a month we had the system up and running. We have been very pleased with the new system.

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